

## APPENDIX B

### TO SPECIAL NEEDS HOUSING TRUST FUND

#### UNDERWRITING FINANCING GUIDELINES AND FINANCING POLICY

##### **Social Services Plan**

Developers/Sponsors proposing a special needs housing project must identify the target population and a service provider agency for the project. In addition the service provider must provide a Social Services Plan that addresses the needs of the target population and the plan components outlined below. The Social Services Plan must meet the guidelines listed below unless it has been developed and approved in accordance with criteria established by either the Department of Human Services or the Department of Children and Families.

In the event that a Project Owner wishes to transfer to a new service provider, the owner must submit a request for transfer in writing, including the reasons for the request, to the Multifamily /Supported Housing and Lending Division with a revised Social Services Plan. All transfers must be approved by HMFA.

Social Services Plans are subject to the HMFA's approval. If the service provider is receiving funding from a State Agency, the appropriate State Department, Division or Agency funding the services must approve the Social Services Plan, any requested transfer of service provider, or comparable requirements, to the satisfaction of the State funding entity and provide evidence of approval to HMFA.

##### **Social Services Plan**

The Social Services Plan must include a description of the scope of social and support services to be provided for supportive housing projects, including a staffing plan and how the services will be delivered and funded. The services must be affordable and appropriate to the target population to the satisfaction of NJHMFA, available and accessible to the project's tenants and the social service provider must have the capacity to perform such services. The social services plan must address the target populations' support service needs and may include a range of services across a wide continuum of care and intensity appropriate to the target population(s). Appropriate and needed services must be supported by evidence-based practice, research and/or direct practice experience. Each special needs tenant does not have to utilize all of the services provided by the project; however, the services must be available. The social services plan shall address, but is not limited to, the following items:

- i. A description of the targeted population(s), including criteria which will qualify proposed tenants for the supportive housing units and expected support services that are likely to be required.
- ii. A description of the proposed services, including how services respond to need areas of tenants, how services will be funded, and service location (on site or in the community).

iii. The plan must describe the scope of services for the tenants/residents of the project, including how the supportive and/or treatment services will be funded, the staffing plan, and a plan for how the services will be delivered. The plan must address how the project will promote residential opportunities that are integrated into the neighborhood or the community. The plan must include, at a minimum, the following three services: 1) service coordination/ case management; 2) linkages to mainstream resources including entitlement programs; and 3) linkages to health care and treatment programs as needed. Services should be designed to assist individuals and families to maintain their housing and/or residential opportunity. A description must include how services will be coordinated or made available to all special need tenants, including a listing of referral sources.

**Tenant Selection**

The plan must describe the population to be served and how the population will benefit from the project. The tenant selection policy must be described and referral sources identified. If the plan proposes to restrict occupancy to any group, an explanation of why it is necessary for the restriction(s) must be provided. A description of tenant/landlord relationships, including roles of the service provider and developer in tenant/landlord relationships, how prospective tenants will be recruited, screened, and selected, and the plan for problem resolution to minimize evictions for supportive housing tenants.

**Service Needs Assessment**

The plan must indicate how the housing and supportive service needs of the tenants will be assessed, including the relevant assessment tools, and how these needs will be addressed. The services provided must be appropriate to the needs of the target population. Appropriate and needed services may be supported by evidence based practice, research and/or direct practice experience.

**Capacity**

The plan must describe and demonstrate capability and experience of the social service provider in providing housing and/or supportive and social services to the target population or a relevant special needs population.

**Performance Measures**

The plan must include performance measures (including quality of life, consumer satisfaction, employment and education, and ability to live independently) and methodology for evaluation of tenant/resident housing and service outcomes being addressed.

Note: For any project that serves a homeless population the Sponsor/Owner must comply with the requirement that the project reports in the New Jersey Statewide Homeless Management Information System (“HMIS”) administered by the Agency.

<b>Accessibility</b>	The plan shall include a description of the service provider's capacity and planned activities to address bi-lingual needs, cultural competency, and other special needs accommodations, including accessibility features for the tenants/residents of the project.
<b>Consumer Choice</b>	The social services plan shall demonstrate how tenants will have the opportunity to participate in their individualized services plan, service goals and/or choice of services.
<b>Executed Service Agreements</b>	<p>If the special needs housing project sponsor is not providing the social services, the sponsor must provide evidence of executed service provider agreement(s) and evidence of committed funding sources or documentation of how and by whom the supportive and/or treatment services will be paid.</p> <p>Either party may terminate an executed Social Services Agreement with prior notice to the affected party and the Agency. It is the responsibility of both the owner, in conjunction with the social services provider, to identify a new service provider, with the understanding that the Social Services Agreement will not terminate between either party until such time as a replacement provider is identified, established under an agreement and approved by the Agency. The HMFA, Supported Housing and Special Needs Division must be notified immediately of intent to terminate a Social Services Agreement between an owner and service provider and the Agreement must be approved by the HMFA.</p>
<b>Service Fees</b>	For projects targeting people who are very-low or low income, services included in the Social Services Plan must be provided at no out-of-pocket cost to the tenants/residents. This does not restrict third-party reimbursement, such as Medicaid.
<b>Community Residences</b>	Applicants proposing to create a residential program that will be a licensed group home(s) to serve a client population of the Department of Human Services (DHS) and/or the Department of Children and Families (DCF) must provide evidence that the project will be able to meet all appropriate DHS or DCF licensing requirements. Additionally, the applicant will be required to provide a letter of support from the appropriate DHS Division indicating that the project will have the necessary funding sources for building operations and the provision of services.
<b>Other Housing Opportunities</b>	Applicants proposing to create other housing or residential projects that will be licensed by the Department of Community Affairs or

the Department of Health must provide evidence that the project will be in compliance with all appropriate licensing requirements.